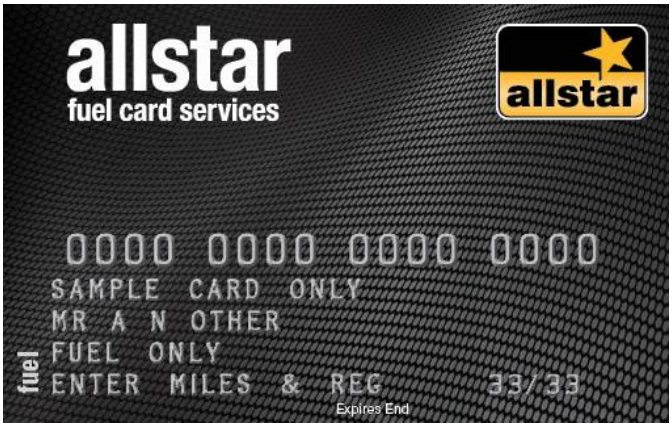
ALLSTAR ONLINE - USER GUIDE



This guide has been written to assist you in navigating around the Allstar web. Used in conjunction with our online demonstration it will allow you to maximise your online experience and save you time and money. This guide has been designed to be used electronically alongside your Allstar Online Account. It explains every function of the Allstar Online Website.

Allstar Online – User Guide

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Home Page

The Home Page is the first page you will see when logging in to the Allstar website. On this page you will see;

- Any news items we place on the page.
- A “Help” function containing Frequently Asked Questions which also allows you to search by keyword.
- To change your password or security question and answer click on the “Change Password” hyperlink at the top of screen.
- Select the company name you wish to view by using the “Company Name” dropdown box.
- The company you are currently viewing is also displayed on the left of the screen below the Allstar icon.
- The “Search” fields allow you to find information quickly and easily. You can search by Card Number; Driver Name; Registration Number; Invoice Number; Invoice Date (YYYY-MM-DD) and Account Number. You will need to enter a minimum of three characters.

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Search

The “Search” fields allow you to find information quickly and easily.

- You can search by Card Number; Driver Name; Registration Number; Invoice Number; Invoice Date (YYYY-MM-DD) and Account Number. You will need to enter a minimum of three characters.
- The results will be populated under one or more of the three headings. Click on the result you wish to see and you will be taken to the appropriate area of the site.

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Account Summary

This screen allows you to see cards in table or pie chart format as well as real time credit information and details of the current main address we hold for your account.

- By clicking on on the “Download All Cards” link you can quickly and easily obtain a list of all of the cards on the accounts you have access to.
- The card statuses you may see on the web are as follows.
    - Active – Live card.
    - Awaiting Embossing – The card has been recently ordered.
    - Cancelled – No longer active.
    - Hot Listed – Card has been blocked as lost or stolen.
    - Replaced – The original card has been replaced.
    - Expired – The card has passed the expiry date.
    - Pending Renewal Modifications – Will shortly be renewed.

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Card List

This screen provides you with the ability to run lists of cards and make changes to them.

Active Card List

- Select the account from the “Company Name” dropdown menu.
- Click on the “Card List” menu option on the left side of the screen.
- From the “Card Status” dropdown menu select “Active” (or whatever status you require).
- Click on the “Search” button.
- The list of active cards will be displayed further down the page.
- Your Active card list can be downloaded by clicking on the “Export to Excel” icon.
    - By moving your curser over the page icon on the left of each result, a list of functions available on those cards will be displayed in a pop up box.
        - Recent Transactions – Takes you to the Card Transaction screen where you will be able to search for and see recent transactions for a single card.
        - Block Card – This function allows you to block a card that has been lost or stolen.
        - Move Card – This function allows you to move cards between Card Groups (Cost Centre). It will also allow you to move cards from one Sub Account to another.
        - Replace Card – Replaces a damaged card.
        - Cancel Card – Use this option to cancel a card that you no longer require.

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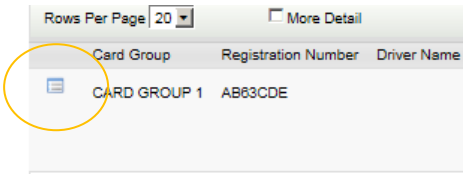
Recent Transactions

- Select the account from the “Company Name” dropdown menu. If the account is not known please search for the card by the “Search” menu option.
- Click on the “Card List” menu option.
- Search for the card using the Search Parameters. If searching by driver or registration number, the ***full*** driver name or registration number should be used.
- The search results will populate further down the page.
- Use the inner scroll bar and the page numbers to locate your card.
- Move your cursor over the page icon to display the available functions for that card.



- Select the function “Recent Transactions” from the available list. This will take you to the “Card Transactions” screen.
- Notice the check box “Show Billed Transactions Only.” If this box is left unticked your results will display unbilled (not yet invoiced) transactions. Please ensure you tick this box to show billed (invoiced) transactions.
- Use the “Transactions From” and “Transactions To” parameters to search for the date period required.
- Notice that the card you have selected has pre populated in the “Card Number (PAN)” field.
- Click on the “Search” button.
- The results will be displayed further down the page. Click on the transaction to view more detail.

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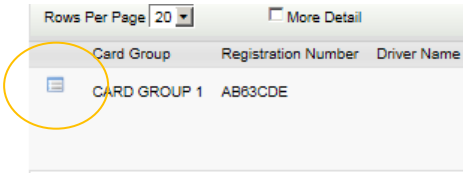
Block Card

Use the “Block Card” function to block a card that has been lost or stolen.

- Select the account from the “Company Name” dropdown menu. If the account is not known please search for the card by the “Search” menu option.
- Click on the “Card List” menu option.
- Search for the card using the Search Parameters. If searching by driver or registration number, the ***full*** driver name or registration number should be used.
- The search results will populate further down the page.
- Use the inner scroll bar and the page numbers to locate your card.
- Move your cursor over the page icon to display the available functions for that card.



- Select the function “Block Card” from the available list.
- Choose “Card Lost” or “Card Stolen” from the drop down menu. Click on the “Next” button.
- Answer the questions displayed on screen and click on the “Block Card” button.
- You will be asked if you would like to replace the card, select the appropriate answer.

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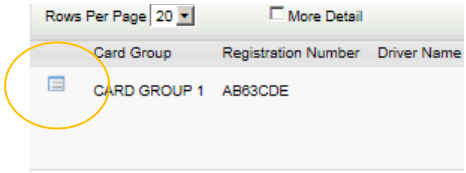
Move Card

This function allows you to move cards between Card Groups (Cost Centres). It will also allow you to move cards from one Sub Account to another.

- Select the account from the “Company Name” dropdown menu. If the account is not known please search for the card by the “Search” menu option.
- Click on the “Card List” menu option.
- Search for the card using the Search Parameters. If searching by driver or registration number, the ***full*** driver name or registration number should be used.
- The search results will populate further down the page.
- Use the inner scroll bar and the page numbers to locate your card.
- Move your cursor over the page icon to display the available functions for that card.



- Select the function “Move Cards” from the available list.
- On the left hand side of the page, you will see the chosen card and its current Account and Card Group Name. On the right of the page you can choose to move the card to a New Account and / or Card Group.
- Use the drop down boxes “New Account” and /or “Card Group Name” to select the target account and / or Card Group.
- The “Effective Date” is set for tomorrows date. This is the earliest you can effect a change. You can select any future date but a change can not be effected for a past date.
- Click on the “Move Card” button.
- Once you have moved a card, the “Move Card” function will not be available for that card until after the move has taken place.

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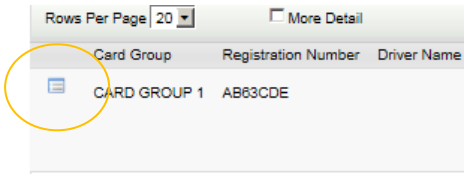
Replace Card

This function allows you to replace a damaged card. It must not be used to report or replace a card that has been lost or stolen. Please use “Block Card” to report a card as lost or stolen.

- Select the account from the “Company Name” dropdown menu. If the account is not known please search for the card by the “Search” menu option.
- Click on the “Card List” menu option.
- Search for the card using the Search Parameters. If searching by driver or registration number, the ***full*** driver name or registration number should be used.
- The search results will populate further down the page.
- Use the inner scroll bar and the page numbers to locate your card.
- Move your cursor over the page icon to display the available functions for that card.



- Select the function “Replace Card” from the available list.
- None of the displayed fields can be changed. This is because a replacement card will have the same embossing as the original.
- Click on the “Replace Card” button.

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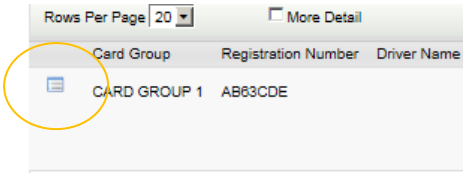
Cancel Card

Use this function to cancel a card you no longer require. This function will not give you the option to replace the card. You must not use “Cancel Card” to report or replace a card that has been lost or stolen. Please use “Block Card” to report a card as lost or stolen.

- Select the account from the “Company Name” dropdown menu. If the account is not known please search for the card by the “Search” menu option.
- Click on the “Card List” menu option.
- Search for the card using the Search Parameters. If searching by driver or registration number, the full driver name or registration number should be used.
- The search results will populate further down the page.
- Use the inner scroll bar and the page numbers to locate your card.
- Move your cursor over the page icon to display the available functions for that card.



- Select the function “Cancel Card” from the available list.
- Use the drop down box to select the reason you are cancelling the card.
- Press the “Cancel Card” button.

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Card Orders

This screen allows you to order fuel cards 24 hours a day 7 days a week.

- Select the required account from the “Company Name” dropdown menu.
- Click on the “Card Orders” menu option on the left side of the screen.
- Complete the fields in the order they appear on the screen using the points below.
    - **Card Type -** Allows you to define what you wish to purchase with the card. Select the one you require from the dropdown menu.
    - **Embossing Type** – Where you are offered a choice, always choose “Default Black Tipped” unless you are ordering a Bearer Card or a Maintenance Card. For Bearer Cards choose “Unallocated Black Tipped” and for Maintenance Cards choose “Standard +Phone+Spend.” Please note not all accounts will have Bearer or Maintenance cards.
    - **Purchase Category –** Defines what you can buy with the card. Choose the description that matches your requirement. If you have selected “EMV Chip and PIN” as your card type, this section will allow you to define precisely what may be purchased using the card.
    - **Card Category –** Defines what is embossed on the card and controls how it may be used. (See table 1).
        - **Blank Bearer –** This should only be selected if you have selected a Bearer card from the “Card Type” dropdown menu. Not all accounts will have Bearer Cards.
        - **Driver & Vehicle Card –** Will have the driver name and vehicle registration number embossed on the card. This card can only be used by the person named on the card and only in that vehicle.
        - **Driver Card -** Will have the driver name embossed on the card. This card can only be used by the person named on the card.
        - **Vehicle Card** - Will have the vehicle registration number embossed on the card. This card can only be used for that vehicle.

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Table 1: Embossing requirements

Card Category → / Embossing Fields ↓	Blank Bearer ↓	Driver & Vehicle Card ↓	Driver Card ↓	Vehicle Card ↓
Vehicle Registration	Do Not Add	Required	Do Not Add	Required
Additional Embossing (If available)	Optional	Do Not Add	Do Not Add	Do Not Add
Driver Name	Do Not Add	Required	Required	Do Not Add

- **Card Group –** Where your account has Card Groups, select the appropriate one from the dropdown menu.

    - **NOTE –** When completing the fields below, please bear the following points in mind. Failure to observe these points will result in a delay in receiving your cards and you may be charged a fee.
    - **Unacceptable names –** You must not use department or cost centre names as driver names. e.g. “Sales”, “Workshop”, and “Pool” are unacceptable as driver names and will be rejected.
    - **Generic terms** – Terms like “Spare,” “Wildcard” or “Fuel Cans” are unacceptable and will be rejected.
    - **Full Stops -** Do not use a full stop in place of **<u>any</u>** text.

    - **Vehicle Registration –** If you have selected a “Driver & Vehicle Card”, or a “Vehicle Card” from the card category, the vehicle registration number should be entered here with no spaces (e.g. AB63DEF) and the check box ***<u>must</u>*** be ticked. (See table 1 above).

      For reporting purposes only - If you have selected a “Driver” card from the card category but want the registration number to appear in your reports, but not be embossed on the card, you can enter a registration number in the “Vehicle Registration” field and leave the check box unticked.

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- **Additional Embossing (This field may not always be displayed) –** Only complete this field if you require embossing on a "Bearer Card" or a "Voucher Card." If you do add text, you ***must*** tick the check box. (See table 1).

- **Driver Name –** If you have selected a "Driver & Vehicle card" or a "Driver Card" from the card category, the driver's name should be entered here and the check box ***must*** be ticked. (See table 1 above).

  For reporting purposes only - If you have selected a "Vehicle" card from the card category but want the driver's name to appear in your reports, but not be embossed on the card, you can enter a driver's name in the "Driver Name" field and leave the check box unticked.

- **Vehicle Type –** Select the vehicle type from the dropdown menu.

- **Card Limit (may not show for all card types) –** If this field is displayed you ***must*** complete it with a numeric value. The value you enter here will determine the referral limit when a driver intends to purchase non fuel items such as tyres. Failure to complete this field will result in a delay in receiving your cards and you may be charged a fee.

- **Authorisation Phone Number** (may not show for all card types) – This field is for information only and will be auto populated with the authorisation phone number advised to us on the set-up of your account. If this field is blank please contact Allstar on 0870 419 5165 prior to completing your order.

- **Additional Information –** Any information you enter in this field will show on your reports and your invoices. This is not a mandatory field and it will not be embossed on the card.

- If mandatory fields are not completed the missing field will be displayed in red. If you move your mouse over the field a pop up message will advise of the error.

- Once all the mandatory fields have been completed you can view a representation of how the card will be embossed by clicking on the "Card Preview" tab.

- Please ensure you click on the "Add" button after completing the card details as outlined above. The cards will display in the grid further down the page.

- If you want to order more than one card on the same account, repeat the process and click on the "Add" button after each card. The cards will display in the grid further down the page.

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- Once all the cards you wish to order have been added to the grid, click on the “Place Order” button to complete the process.
- The card number will be viewable in the “Card List” screen under the Awaiting Embossing Card Status. See “Active Card List.”

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Create Card Group (Cost Centre)

This screen allows you to create a new Card Group (Cost Centre).

- Select the account number from the “Company Name” dropdown menu. The new Card Group that is being created will be available to be used on that account or any sub accounts associated with the main account.
- Click on the “Create Card Group” menu option.
- Enter the details of the new Card Group you wish to create in the displayed field.
- Click on the “Save” button.
- Confirmation will be displayed on screen.
- Click on the “Okay” button should you wish to set-up any further Card Groups.

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Card Transactions

This screen allows you to see transactions on your account

- Select the required account from the “Company Name” dropdown menu.
- Click on the “Card Transactions” menu option on the left side of the screen.
- Search for the transactions using the available Search Parameters. We suggest that you always use the search parameters “Show Billed Transactions Only” and “Transactions From and Transactions To” along with any combination of the other parameters. The more search parameters you use the narrower the performed search and may result in few or no results being returned.

  A guide to the search options are listed below.

  - **Show Billed Transactions Only** – Tick this check box when searching for **billed** (invoiced transactions). Leave this check box un-ticked for **unbilled** transactions.
  - **Transactions From** and **Transactions to** – Select the dates you wish to search between. Please be aware that this search is based on the date the transaction took place and the results may not match your invoice.
  - **Posting Date From** and **Posting Date to –** Internal use only.
  - **Card Group –** If you use Card Groups on your account you can search for transactions on any of the available card groups within the dropdown menu.
  - **Country –** Only use United Kingdom or Republic of Ireland.
  - **Card Type -** You can search for transactions on any of the available card types within the dropdown menu.
  - **Card Number (PAN)** – If you want to search on one fuel card key the ***full*** card number within this field.
  - **Product** – Select the product from the available list within the dropdown menu. Please be advised not all of the options are currently used.
  - **Reg Number/Driver Name** - If searching by driver or registration number, the ***full*** driver name or registration number must be used. The Driver and Registration Number field will search for both details that are embossed on the card or held behind the scenes for reporting purposes.

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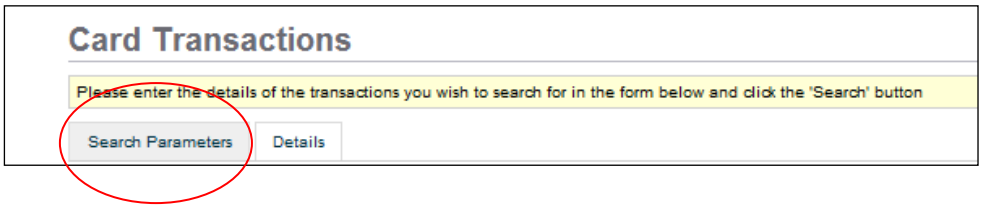
- Once you have completed the search parameters as outlined above click on the “Search” button.
- The results will populate further down the screen. This can be exported by clicking on the “Export to Excel” icon.
- To view more details regarding the transaction or to request a copy voucher click on the card number within the search results. The transaction details will load on screen and the “Request Copy Voucher” button is displayed further down the web page. Please be advised there is a charge for Copy Vouchers and no guarantee can be made that it will be returned from the point of sale.
- To return to the list of transactions click on the Search Parameters tab as shown below.


Card Transactions
Please enter the details of the transactions you wish to search for in the form below and click the 'Search' button
Search Parameters
Details

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Invoices and Payments

This screen allows you to view invoices and obtain PDF copies.

- Select the required account from the “Company Name” dropdown menu.
- Click on the “Invoices and Payments” menu option on the left side of the screen.
- Leaving the “Unpaid Invoices” check box un-ticked will show paid and unpaid items.
- Use the “Date From” and “Date To” fields to select your date period.
- Click on the “Search” button.
- The results data will populate further down the screen.
- The Billing Summary Documents are expandable by clicking on the **+** symbol. You will then be presented with the Invoice Documents on the row beneath the Summary Billing Document.
    - Billing Summary Document – This is a summary sheet (statement) clearly detailing the total amount due, payment method message and your existing credit limit amount.
    - Invoice Document – This is the VAT Invoice which shows a summary by product, by VAT rate and by card group (where card groups are in use). This is the VAT evidence document.
- By clicking on the Excel icon you can obtain an Excel download showing the transactions within your invoice. Please be aware that this download ***will not*** contain fees therefore may not match your invoice total.
- To obtain a PDF copy of your Billing Summary Document or Invoice Document click on the PDF icon on the relevant row.

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Spend Summary

This screen provides you with the ability to run reports based on transactional data. Please be aware that fees are not included within the results.

- Select the required account from the “Company Name” dropdown menu.
- Click on the “Spend Summary” menu option on the left side of the screen.
- Select the appropriate report from the dropdown menu. A definition of the available reports is detailed below.
    - **By Account** – This report will show a row per invoice within the selected search period. The report provides NET, Gross, VAT and Number of Transactions.
    - **Transaction Type** – This report will show a consolidated view of all the invoices within the selected search period. The report provides NET, Gross, VAT and Number of Transactions.
    - **Card Type** – This report will show a consolidated view of transactions per card type within the selected search period. The report provides NET, Gross, VAT and Number of Transactions.
    - **Card Number (PAN)** - This report will show a consolidated view of transactions per card number within the selected search period. The report provides NET, Gross, VAT, Number of Transactions, Quantity, Average Value of Transactions and Average PPL (Pence per Litre).
    - **Country** – This report will show a consolidated view of transactions within the United Kingdom and the Republic of Ireland within the selected search period. The report provides Number of Transactions and Gross.
    - **VAT Type** – This reports will show a consolidated view of the transactions at the two available VAT Types within the selected search period.
        - UK Standard Rate – Any transactions made within the United Kingdom.
        - ROI Standard Rate – Any transactions made within the Republic of Ireland.

      The report provides VAT Rate, NET, VAT, Gross, Quantity and Number of Transactions.

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- **Product** – This report will show a consolidated view of the transactions per product within the selected search period e.g. split down into Unleaded, Diesel. This report provides Quantity, VAT Rate, NET, VAT, Gross, Number of Transactions, Average PPL (Pence per Litre), Percentage of Use and Percentage of Value.

- **Card Group –** This report will show a list of transactions within the selected search period. This report provides Card Group, NET, VAT and Gross.

- **Network** – This report will show a consolidated list of transactions by brand (e.g. Sainsbury, BP). This report provides Fuel Network, Average PPL (Pence per Litre), Percentage Used Value and Percentage Value.

- **Network and Product** - This report will show a consolidated list of transactions by brand (e.g. Sainsbury, BP) and product. This report provides Fuel Network, Product, Average PPL (Pence per Litre), and Network Product Percentage.

- Select the required dates using the “Billing Period From” and Billing Period To” calendars.
- Click on the “Search” button.
- The results will populate further down the screen. Results can be exported to Excel by clicking on the Export to Excel icon.

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My Reports

This screen provides you with the facility to collect any automated scheduled reports that are emailed to your company.

- Select the required account from the “Company Name” dropdown menu. Reports are always emailed to recipients before being made available in “My Reports”. Where your report is displayed will be dependant on how your account is structured.

  If you are not sure which account a report is set up in, you may need to select each account in turn to locate your report. You can select accounts using the “Company Name” dropdown menu.

  You do not need to enter any search criteria within the “Customer Number” field.

  To see the most recent reports at the top, click twice on the “Date Produced” header.

  Click on the report you wish to see in order to open it.

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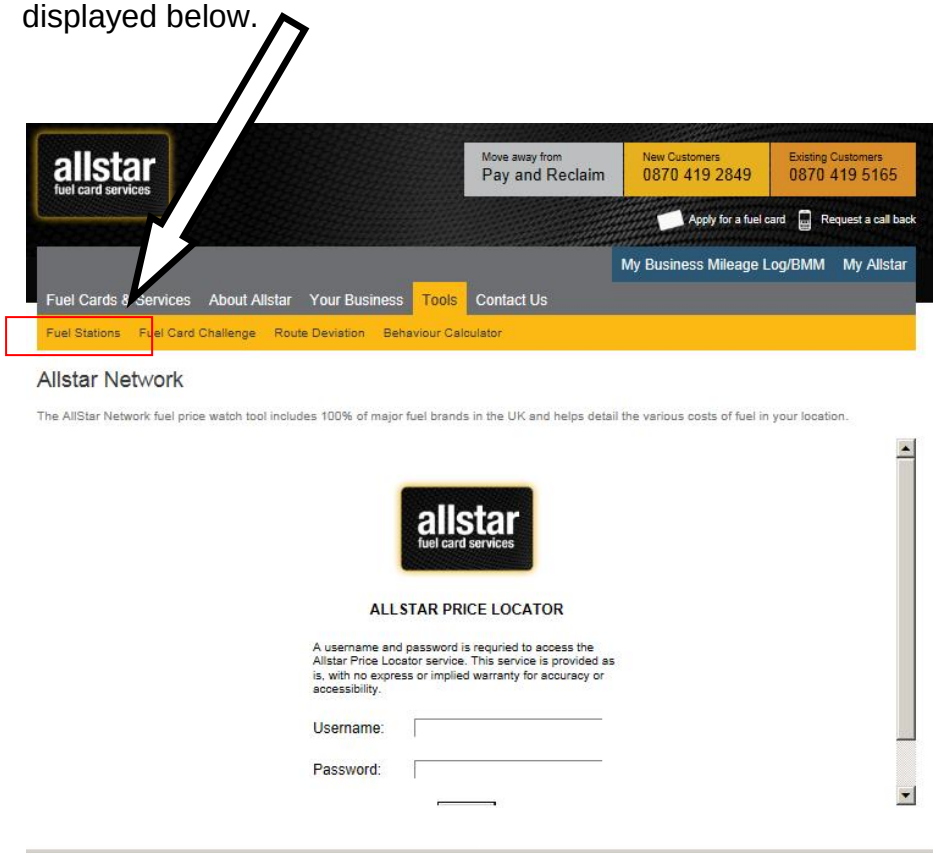
Site Locator

This screen opens in a new window to enable you to search for sites where our fuel cards can be used.

- Once you have selected this option you will be asked for a password, the password is for Allstar internal use only.
- To obtain a list of sites click on the “Fuel Stations” heading as displayed below.


allstar
fuel card services
Move away from
Pay and Reclaim
New Customers
0870 419 2849
Existing Customers
0870 419 5165
Apply for a fuel card
Request a call back
My Business Mileage Log/BMM
My Allstar
Fuel Cards & Services
About Allstar
Your Business
Tools
Contact Us
Fuel Stations
Fuel Card Challenge
Route Deviation
Behaviour Calculator
Allstar Network
The AllStar Network fuel price watch tool includes 100% of major fuel brands in the UK and helps detail the various costs of fuel in your location.
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fuel card services
ALLSTAR PRICE LOCATOR
A username and password is requried to access the Allstar Price Locator service. This service is provided as is, with no express or implied warranty for accuracy or accessibility.
Username:
Password:

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Contacts

This screen provides you with details of contacts within your company including the contact type and their position.

If any of the contacts within this screen need to be amended please email fast.admin@allstarcard.co.uk with your account number and details of the changes.

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User Management – Maintaining Users

This screen provides you with the ability to view and manage the online users that have access to your account. Only users set-up with an Admin User security profile will see the “User Management” option.

- Changing the “Company Name” search criteria will show the users that have access to that particular account.
- To select a user, click on the username within the results grid.
- The details can be amended at any time by users with “Admin User” access. When the “Save” button is clicked any changes made will take place immediately.
- To permanently deactive a user, untick the “Active” checkbox and then click the Save button.
- Any user entering an incorrect password three times will lock their account. Users that have locked their account will need to be unlocked by an Admin User within User Management before they can re-set their password. To unlock an account, untick the “Account Locked” checkbox.
- Ensure that only one “User Account Groups” category is ticked depending on the level of access required.
    - Read Only User – Can view data but not make any changes to the account.
    - Read Write User – Can view data and has the ability to make changes to the account.
    - Admin User - Can view data and has the ability to make changes to the account. Also has the ability to maintain user access and to set-up new users.
    - Super User – Not currently used.
- The account(s) the user has access to are displayed at the bottom of the page. Use the checkboxes to amend access.

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User Management – Creating New Users

- To create a new user click on the User Management menu option.
- Click on the Add User button.
- Complete the following mandatoty fields:
    - Title.
    - First Name.
    - Surname.
    - Phone Number.
    - Email Address.
    - Email Opt Out – Tick this checkbox if you do not wish to receive marketing emails.
    - Account Locked – Leave unticked when creating a new user.
    - Active – This checkbox is ticked to indicate that a user's access is live.
    - Username – This is what the user will log in with.
    - Password – Must contain at least three of the following;, Uppercase Letters; Lowercase Letters; Number(s); Special Character.
    - Security Question – This should be provided by the user being set-up as it is used when resetting passwords.
    - Security Question Answer - This should be provided by the user being set-up as it is used when resetting passwords
    - User Account Groups – Only one option should be ticked in line with the following.
        - Read Only User – Can view data but not make any changes to the account.
        - Read Write User – Can view data and has the ability to make changes to the account.
        - Admin User - Can view data and has the ability to make changes to the account. Also has the ability to maintain user access and to set-up new users.
        - Super User – Not currently used.

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- Customer Groups – Tick the checkboxes to allocate the account(s) to the user.
- Click on the Save button.

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